

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

App. No. 10/815,534

Confirmation No. 3473

Applicant: KIEFHABER, et al.

TC/A.U. 2614

Filed: March 31, 2004

Examiner: Nguyen, Khain

Docket No.: 4366-140

PRELIMINARY AMENDMENT

For: "CONTACT CENTER AND
METHOD FOR TRACKING AND
ACTING ON ONE AND DONE
CUSTOMER CONTACTS"

Mail Stop – Amendments
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Commissioner:

In response to the Final Office Action mailed May 12, 2009, on the above-referenced application, please enter the following amendments and remarks:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 10 of this paper.